



Requesting Songs App

Privacy Policy

Operated by Kent Town LLC
Effective Date: May 5, 2026
Last Updated: May 8, 2026

Your privacy matters. This Privacy Policy explains what information we collect, how we use it, and how we protect it. By using the Requesting Songs App platform, you agree to the practices described in this Policy.

Section 1. Introduction

Kent Town LLC (“Company,” “we,” “us,” or “our”) operates the Requesting Songs App platform, accessible at requestingsongs.com. This Privacy Policy describes how we collect, use, disclose, and protect information about you when you use our Service — whether as a musician subscriber (“Subscriber”) or as an audience member submitting song requests (“Fan”).

By using the Service, you consent to the data practices described in this Policy. If you do not agree to this Policy, please do not use the Service.

Section 2. Information We Collect

2.1 Information You Provide

From Subscribers (musicians):

- Name and email address (used for account creation and billing)
- Username (used to generate your public-facing URL at requestingsongs.com/{username})
- Payment information (processed and stored by Stripe; we do not store raw card data)
- Song catalogue content, display names, website links, and other profile information you enter into the editor dashboard
- Referral code (auto-generated at account creation, used to track referrals)
- Ambassador tier status (granted by Kent Town LLC at its discretion)

From Fans (audience members):

- Name (first name only, required to submit a song request)
- Song request text
- Opt-in email address (only if voluntarily provided by the Fan at the time of submission)

2.2 Information Collected Automatically

When you access the Service, we or our service providers may automatically collect:

- IP address and approximate geographic location
- Browser type and operating system
- Pages visited and features used within the Service
- Date and time of access

We use this information for security monitoring, debugging, and service improvement. We do not use it for behavioral advertising.

2.3 Referral & Ambassador Data

If you participate in the referral program, we collect and store: your unique referral code, the referral codes of users who referred you, the number of confirmed paid referrals you have generated, referral credits (free months) earned and used, and ambassador tier status if applicable. This data is used solely to administer the referral and ambassador programs and is never sold or shared with third parties.

Section 3. How We Use Your Information

We use the information we collect to:

- Create and manage your Subscriber account
- Process subscription payments through Stripe
- Deliver transactional emails (account confirmations, subscription receipts, billing alerts) via EmailJS (emailjs.com)
- Operate and display your song request application at requestingsongs.com/{username}
- Allow Fans to submit song requests that are visible to the relevant Subscriber
- Allow Subscribers to optionally contact Fans who have provided opt-in email addresses
- Respond to customer support inquiries
- Improve, maintain, and secure the Service
- Comply with applicable legal obligations
- Administer the referral program, apply earned referral credits to your subscription, and track ambassador tier status

We do not use Fan data — including opt-in email addresses — for our own marketing purposes. Fan opt-in email addresses are shared only with the Subscriber whose song request page collected them.

Section 4. Information Sharing — We Do Not Sell Your Data

We do not sell, rent, or trade your personal information to any third party. We share information only as described below:

Service Providers

We use third-party service providers who process data on our behalf and are contractually required to protect it:

- Stripe — payment processing and subscription management (stripe.com)
- Supabase — database hosting and authentication (supabase.com)
- Railway — application hosting and deployment (railway.app)
- EmailJS (emailjs.com) — transactional email delivery
- Google — reCAPTCHA for spam prevention (policies.google.com/privacy)

Legal Requirements

We may disclose information if required by law, court order, or governmental authority, or to protect the rights, property, or safety of the Company, our users, or the public.

Business Transfers

In the event of a merger, acquisition, or sale of all or substantially all of the Company's assets, your information may be transferred as part of that transaction. You will be notified via email and/or a

prominent notice on the Service prior to any such transfer.

Section 5. Data Retention

We retain your account information for as long as your account is active or as needed to provide the Service. After account cancellation or termination:

- Subscriber account data is retained for up to 90 days to allow for account recovery, then deleted
- Song catalogue and profile data is deleted within 90 days of account termination
- Fan song request data (including opt-in emails) is retained as long as the associated Subscriber account is active, and deleted within 90 days of account termination
- Payment records may be retained for up to seven (7) years as required by applicable tax and financial regulations
- Tier 3 (complimentary) ambassador accounts are exempt from inactivity-based deletion for as long as the Service remains operational.

You may request deletion of your data at any time by contacting us at support@requestingsongs.com.

Section 6. Data Security

We take reasonable technical and organizational measures to protect your personal information from unauthorized access, use, alteration, or destruction. These measures include:

- HTTPS/TLS encryption for all data in transit
- Supabase row-level security policies restricting data access to authorized users
- Stripe's PCI-compliant payment infrastructure (we never store raw payment card data)
- Railway hosting with standard infrastructure security controls
- Access controls limiting employee and contractor access to personal data

No system is perfectly secure. While we work to protect your information, we cannot guarantee absolute security. In the event of a data breach that affects your rights, we will notify you as required by applicable law.

Section 7. Cookies and Tracking Technologies

The Service uses minimal tracking technologies:

- Session tokens: Used to keep you logged in to the editor dashboard. These are essential to Service operation and cannot be opted out of while using the Service.
- reCAPTCHA: Google's reCAPTCHA is used on song request forms to prevent spam. This may collect device and browser information and is subject to Google's Privacy Policy at policies.google.com/privacy.

We do not use third-party advertising cookies, social media tracking pixels, or behavioral analytics trackers.

Section 8. Children's Privacy

The Service is not directed to children under the age of 13. We do not knowingly collect personal information from children under 13. If we become aware that we have collected personal information from a child under 13 without parental consent, we will delete that information promptly. If you believe we may have inadvertently collected such information, please contact us at support@requestingsongs.com.

Section 9. Your Rights and Choices

Depending on your location, you may have certain rights regarding your personal information, including:

- Access: Request a copy of the personal data we hold about you
- Correction: Request correction of inaccurate or incomplete data
- Deletion: Request deletion of your personal data (subject to legal retention requirements)
- Portability: Request a copy of your data in a portable format
- Opt-Out: Unsubscribe from any marketing communications at any time

To exercise any of these rights, contact us at support@requestingsongs.com. We will respond within 30 days.

California Residents (CCPA/CPRA): California residents have additional rights under the California Consumer Privacy Act. We do not sell personal information. You may request to know, delete, or correct your data as described above. For questions specific to California privacy rights, contact support@requestingsongs.com.

EU/UK Residents (GDPR): If you are located in the European Union or United Kingdom, our legal basis for processing your data is your consent (for optional features such as Fan email opt-in) and the performance of our contract with you (for core Service features). You have the right to lodge a complaint with your local supervisory authority.

Section 10. DMCA & Intellectual Property Notices

The Company has registered as a DMCA Designated Agent (Registration No. DMCA-1072340, registered May 5, 2026) with the U.S. Copyright Office. If you believe that content on the Service infringes your copyright, please send a DMCA takedown notice to:

Kent Town LLC — DMCA Agent

Email: support@requestingsongs.com

Your notice must include: (1) identification of the copyrighted work claimed to be infringed; (2) identification of the infringing material and its location on the Service; (3) your contact information; (4) a statement of good faith belief that use is not authorized; (5) a statement of accuracy under penalty of perjury; and (6) your signature.

Section 11. Third-Party Links

The Service may include links to third-party websites or services (such as streaming platforms linked by Subscribers). We are not responsible for the privacy practices or content of those third parties. We encourage you to review their privacy policies before providing any personal information.

Section 12. Changes to This Policy

We may update this Privacy Policy from time to time. When we do, we will revise the “Last Updated” date at the top of this Policy and, for material changes, notify you via email or a prominent notice within the Service. Your continued use of the Service after any changes constitutes your acceptance of the updated Policy.

Section 13. Contact Us

Kent Town LLC

Email: support@requestingsongs.com

Website: requestingsongs.com

Mailing address available upon request.